

TERMS AND CONDITIONS OF REPAIR

NO COST WEAR AND TEAR WARRANTY

Hilti agrees to repair purchased Hilti tools at NO-COST (parts, labour and freight costs inclusive) for up to 2 years* from time of purchase (the invoice date) or replace the non-repairable tools in case repair not done.

*Heavy diamond tools with operating hour counter (DD 350 and DD 500): No Costs for 2 year or 200 hours (whatever is reached first). AG125 & ST 1800 corded screw drivers, PD 5 laser range meter, wire saw, & TE 500-X breakers: No Cost for 1 year. AG 180-D angle grinder: No costs for 1 year or 2 times of repair (whatever is reached first) and exclusion from REPAIR COST LIMIT. 12V screwdriver series provides no costs for 1 time repair within the first year, AG 100-S, AG 100-D, NiCd / NiMH batteries, accessories, filters, pistons and buffers of power-actuated fastening tools and calibration service of measuring systems are excluded from Hilti Lifetime Service.

Accessories including but not limited to piston, buffers and spring clips for powder actuated tools, pull cord assemblies, detachable power supply cords, and filters for vacuums are not covered in any warranty. Customers who wants these accessories to be replaced must notify during order entry and the replacement costs of these items shall be at customer's expense. If the tools are discovered to have missing spare parts during repair, they will be replaced but will be charged even during no cost period.

Any damages due to abuse, or use not in accordance with the tool operating manual, including but not limited to water damage and damage by dropping, or use of third party spares or attempt to self-repair are not included in no cost warranty coverage.

NON-REPARABLE ITEMS

Battery, charger, 12V series tool, SFL cordless lamp, and measuring products (PD-5, PD-E, PD-E) are non-reparable items. Hilti will provide replacement of these tools if the tool is not damaged due to abuse, or use not in accordance with the tool operating manual, including but not limited to water damage and damage by dropping, or use of third party spares or attempt to self-repair during the no cost warranty period. After the no cost warranty period, Hilti will provide customers with a trade-in offer instead of repair services.

REPAIR COST LIMIT

After expiry of the aforesaid NO COST warranty, Hilti agrees to provide repair of tools with a REPAIR COST LIMIT (parts and labour cost inclusive). Please see the repair cost limit file on Hilti Website for the latest list of tools and their respective repair cost limit value. Hilti reserves the rights to change the repair cost limit without any prior notice. Latest repair cost limit values are always displayed on the Hilti Website* (Put address). Repair cost limit values do not include charges for outbound freight.

REPAIR WARRANTY

Any repair arising within 3 calendar months after a charged repair is covered for free. Parts, labour and freight costs will not be charged within the repair warranty period. 3 months starts from the time of dispatch of a charged repair from our service centre and deemed to end if no repair order is received within 3 months for the same tool. Any exclusions under the no cost wear and tear warranty shall apply to the repair warranty. Repair warranty is not applicable in case of partial repair at customer's request.

MANUFACTURER'S WARRANTY

All tools are sold with the benefit of and subject to the conditions of the warranty supplied with them, which is available for inspection upon request. The manufacturer's warranty covers any defect arising out of defective materials or manufacturing faults, excluding but not limited to wear and tear, misuse and force majeure.

REPAIR ORDER NOTIFICATION

All tool repair requests shall be arranged through Hilti customer service, Hilti Store or Hilti Website. Upon repair order booking, customer name, company name, contact phone number, serial number of tool, pick-up and delivery address will be requested

TOOL PICK UP

Customer shall send only tools and accessories necessary for repair and maintenance as described in the repair order notification. Hilti will not bear any responsibility for additional items sent beyond what is listed on the repair order notification. The presence of customer at pick up location is required for verification and signature on delivery note as a proof of pick up. Delivery driver will notify the contact person provided during order entry in advance for pick up and wait for up to 15 minutes after arrival.

REPLACEMENT OF PARTS

Only genuine parts will be used during repair. Any spare parts replaced will not be sent back. If the tools are discovered to have missing spare parts during repair, they will be replaced but will be charged even during no cost period. Customers who wants accessories e.g. chuck, dust cap, depth gauge, side handle, to be replaced must notify Hilti during order entry and the replacement costs of these items shall be at customer's expense.

QUOTATION HANDLING

Quotations are sent upon request and only to person registered for receiving quotation during repair order entry. The quotation will be valid for 14 days and repair request will be canceled if no reply to the quotation is received after reasonable number of attempts to obtain a response to the quotation.

If Hilti is unable to return the repaired tool back to you or obtain a response to the repair quotation after reasonable number of attempts of notification, final notification will be sent that it considers your tool abandoned and that, if you do not collect it and pay any outstanding charges within a further 1 month, Hilti will dispose of it in accordance with applicable law.

PRIORITY REPAIR

Hilti will give priority to the repair of tools requiring no quotation as confirmed during order entry. Customer who agrees to proceed the repairs without quotation shall enjoy the priority repair service as well as 3-day repair turnaround time promise subject to conditions described in "Time Promise".

TRADE IN

Tools which have reached end of economic lifetime or phased out will be collected and scrapped by Hilti without repair after customer agrees on trade-in offer.

TIME PROMISE

3-day repair turnaround time promise is given by Hilti upon receipt of pre-approval from customer to proceed with the tool repair without quotation. The counting of days starts at the point of successful collection of tools by our third-party carrier and will only consider working days from Monday to Friday, excluding bank holidays and, if any, special non-working dates listed on Hilti Website.

In case of failure of the time promise, the respective repair order shall be free of charge and refund will be made to customers in appropriate method within 3 weeks.

The time promise will not apply but not limited to the following cases:

- a) Repair orders under no-cost warranty
- b) Charged repair orders requiring quotation
- c) Customer absence on the appointed date of tool delivery
- d) Charged repair orders in Macau areas
- e) Charged repair orders for all measuring products, DD 200, DD 350, DD 500, wall saw and wire saw
- f) Change of delivery date on customer request
- g) Orders with incomplete information necessary for delivery e.g. delivery address and contact person
- h) Force majeure
- i) Customer using own carrier to send the tools to Hilti Tool Services Centre
- j) Tools received at Tool Services Centre are not in accordance with the tool information on the corresponding repair order

SERVICE LEVEL

Cut off time for booking in repair order for next-day pick up of tools

Customer Service Hotline	Before 5:00 p.m.
Hilti Online	Before 5:00 p.m.
Hilti Store	Close of business of respective day

LABOUR AND SMALL SPARES

Labour costs will be charged based on time taken for repairs. Small spares will be covered under one fixed charge of HKD 50 for most orders or HKD150 for heavy diamond tools.

FREIGHT CHARGE

One-way freight charge at HKD 68 will be levied on charged repairs after the no cost warranty period.

TOOL DELIVERY

The presence of a customer representative at delivery location is required for verification and signature on delivery note as a proof of delivery and acknowledgement of receipt. Delivery driver will notify the contact person provided during order entry in advance of delivery and wait up to 15 minutes after arrival.

CHANGE POLICY

Hilti reserves the right to change terms and conditions without any prior notice to customers. The latest terms and conditions are always available on the Hilti Website at <https://www.hilti.com.hk/content/hilti/A1/HK/en/services/tool-services/hilti-tool-service1.html>